

**MICHIGAN DEPARTMENT OF CIVIL SERVICE  
JOB SPECIFICATION**

**WORKERS COMPENSATION MEDIATOR**

**JOB DESCRIPTION**

Employees in this job complete and oversee a variety of professional assignments to mediate disputes between injured workers, employers, insurance companies, and fund administrators regarding claims made under the auspices of the Michigan Workers' Disability Compensation Act.

There are three classifications in this job.

**Position Code Title – Workers Compensation Mediator-E**

Workers Compensation Mediator 13

This is the entry level. The employee carries out a range of professional workers' compensation mediator assignments while learning the methods of the work.

Workers Compensation Mediator 14

This is the intermediate level. The employee carries out an expanding range of professional workers' compensation mediator assignments in a developing capacity.

Workers Compensation Mediator P15

This is the experienced level. The employee performs a full range of professional workers' compensation mediator assignments in a full functioning capacity. Extensive independent judgement is used to make decisions in carrying out assignments that have substantial impact on services or programs. Availability of guidelines is limited and theories, principles, and practices of the profession must be utilized to determine appropriate courses of action.

**NOTE:** Employees generally progress through this series to the experienced level based on satisfactory performance and possession of the required experience.

**JOB DUTIES**

**NOTE:** The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Conducts mediation hearings in an attempt to resolve disputes between injured employees, employers, and insurance companies involving the Workers' Disability Compensation Act.

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Makes personal, telephone, and written contacts with employees, employers, insurance carriers, and their legal representatives in an attempt to mediate and resolve disputes.

Holds vocational rehabilitation hearings to determine the need for and reasonableness of programs and training available to injured workers.

Conducts mediation hearings on health care rules and cost containment issues between employers, carriers, service companies, and health care providers.

Holds hearings on additional issues such as no insurance coverage by employers, penalties for late payments, and payments of benefits pending formal hearings.

Conducts conferences in an effort to resolve disputed issues in cases either scheduled before the appellate board or referred from a magistrate.

Maintains a hearing docket and notifies parties of date and purpose of the hearing.

Monitors decisions of the Workers' Compensation Appellate Commission, Court of Appeals and the State Supreme Court pertaining to the Workers' Compensation Act.

Participates in seminars and workshops regarding workers' disability compensation; informs insurance carriers, employees, and employers regarding changes in workers' compensation laws or their interpretation.

Maintains records and prepares reports and correspondence related to the work.

May perform related essential functions appropriate to the class and other non-essential functions as required.

## **JOB QUALIFICATIONS**

### **Knowledge, Skills, and Abilities**

**NOTE:** Developing knowledge in the area listed is required at the entry level, considerable knowledge is necessary at the intermediate level, and thorough knowledge is required at the experienced level.

Knowledge of the Michigan Workers' Disability Compensation Act.

Knowledge of policies and procedures involved in processing workers' disability compensation claims.

Knowledge of the methods and techniques of mediating disputes between parties.

Knowledge of current trends in the field of workers' disability compensation.

Knowledge of the practices and procedures involved in administrative hearings.

Knowledge of medical and legal terms.

Knowledge of the Michigan Employment Security Act and the Social Security Act.

Ability to work well with all parties in a dispute and to treat all parties in a fair and impartial manner.

Ability to plan, organize, and direct the functions involved in administrative hearings.

Ability to effectively communicate with others.

Ability to maintain records, and prepare reports and correspondence related to the work.

Ability to maintain favorable public relations.

**Working Conditions**

Some jobs may require travel.

**Physical Requirements**

None.

**Education**

Possession of a bachelor's degree in any major.

**Experience**

**Workers' Compensation Mediator 13**

Three years of full-time professional experience managing workers' compensation programs, adjusting workers' compensation claims, or representing workers' compensation issues where activities require in-depth working knowledge of the workers' compensation statute and rules.

**Workers' Compensation Mediator 14**

Four years of full-time professional experience managing workers' compensation programs, adjusting workers' compensation claims, or representing workers' compensation issues where activities require in-depth working knowledge of the workers' compensation statute and rules.

**Workers' Compensation Mediator P15**

Five years of full-time professional experience managing workers' compensation programs, adjusting workers' compensation claims, or representing workers' compensation issues where activities require in-depth working knowledge of the workers' compensation statute and rules, including one year equivalent to an intermediate level Workers' Compensation Mediator.

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**Special Requirements, Licenses, and Certifications**

None.

**NOTE:** Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

**JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

**Job Code**

WORCMPMDR

**Job Code Description**

Workers Compensation Mediator

**Position Title**

Workers Compensation Mediator-E

**Position Code**

WORCMDRE

**Pay Schedule**

NERE-184

ECP Group 2  
8/20/2000  
VLWT